CMS Update

25 May 04

**Mr. Larry Brinson
Field Activities Division**

OVERVIEW

- **CMS HISTORY**
- **CMS GENERAL GUIDANCE**
- **CMS STRUCTURE AND REPORTS**
- **CMS PERSPAY COUNCIL UPDATE**
- **CMS SCRs**
- **MAJCOM/MPF/FSO RESPONSIBILITIES**
- **QUESTIONS**

AFPC

CMS
HISTORY

CMS HISTORY

AFPC

With the advent of MilPDS, critical shortfalls in MilPDS and/or DJMS arose.

Leadership wanted to know...
- **How many affected?**
- **What types of problems?**
- **What's the progress?**

Technicians want to know...
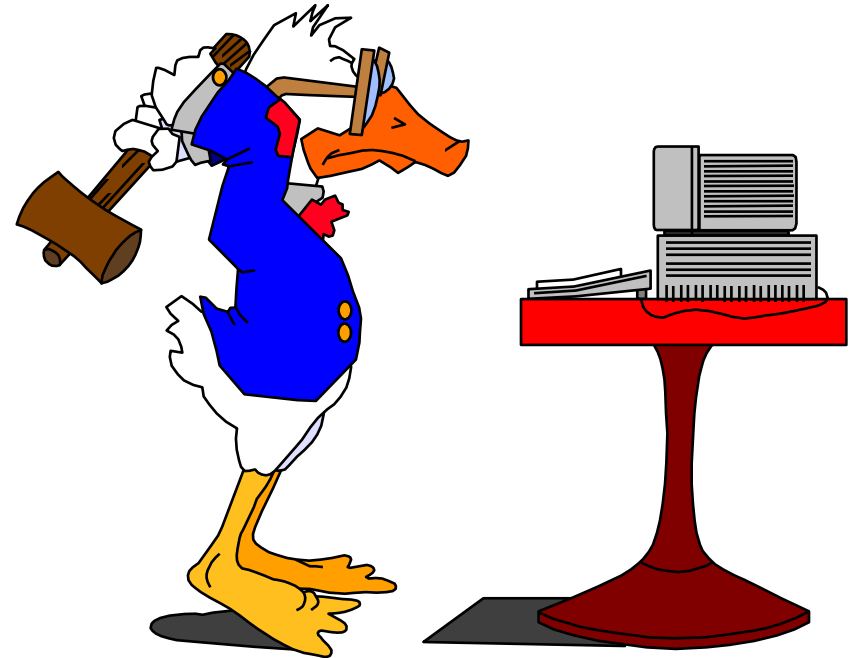- **What's the status?**
- **Did you get the data to fix?**

Members wanted to know...
- **Where do I stand?**

"I don't know"

was

unacceptable!

CMS HISTORY

AFPC

- **AFPC and AFAFO initially developed CMS to respond to pay problems experienced after AFPC deployed MilPDS in Jun 2001.**

- **Senior leadership wanted a system that would allow base-level offices to input, track and report on cases. It would also allow MAJCOMs and Base Managers to provide oversight to resolving personnel/pay cases and finally the system would provide a consolidated reporting capability for MAJCOMS and HQ AF/DFAS level management.**

CMS HISTORY

AFPC

Deployed in Oct 02 for use by base level personnel and finance offices to identify and resolve pers/pay problems

- **Built to replace e-mails, phone calls, faxes, and spreadsheets being used to resolve pay problems.**
- **Web-based tool that was simple to use**
- **Information/paper doesn't get "lost"**

- **Single source for tracking**
- **Single source for reporting**
- **Expanded/Improved over time**
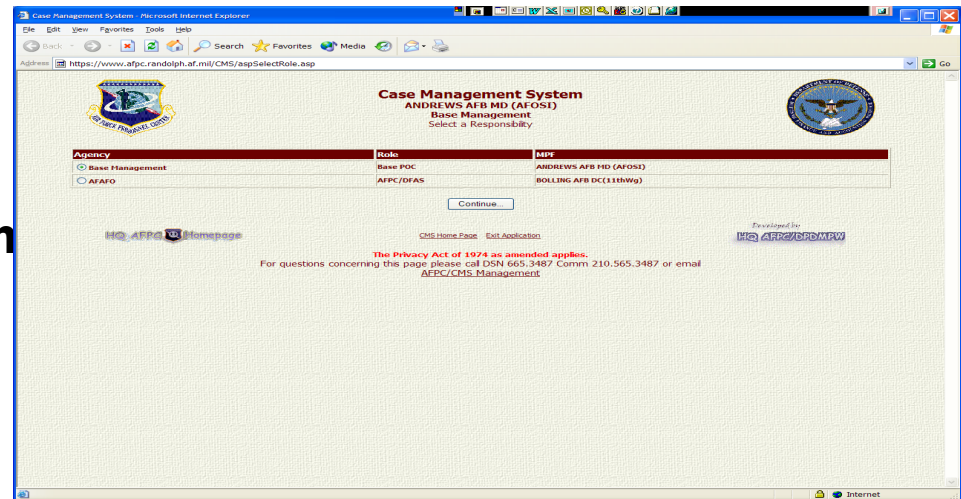
CMS GENERAL GUIDANCE

CMS DESIGN

AFPC

AFPC designed the system to enable the One-Stop Customer support concept.

One-Stop Customer support is defined as follows. A member only needs to identify and explain the personnel/pay problem he/she is experiencing one time. If the agent/agency the member contacts first can't correct the problem on the spot, a case is entered into HR-CMS and referred to whatever agency can work it properly. This eliminates the Ping Ponging of members from office to office attempting to find the right person to resolve the problem.

CMS designed also ensures that CMS meets the data needs for oversight by base, MAJCOM, and AF level managers

CMS provides one central repository for identifying, tracking, resolving and reporting on personnel and pay problems

CMS TIMELINES

AFPC

CMS embeds the processing timelines that were established by
SAF/FM and AF/DP through the Personnel/Pay Council of 45 days from problem identification to resolution.

Base-level is limited to five days to include the time prior to forwarding to AFPC or DFAS and the time after a case is returned for closure.

AFPC is limited to 20 days cumulatively to process a case.

DFAS is limited to 20 days cumulatively to process a case.

CMS CASES - AFPC

CASES ASSIGNED TO EACH AGENCY	19-Mar-04					17-May-04			
Agency Name:	Total #	# > 15	#> 20	> 30		Total #:	# > 15	#> 20	> 30
AFPC Accession/PCS Conf Team (DPSFC)	407	53	25	16		229	48	33	17
AFPC Aviator Continuation Pay (DPAOY)	124	115	104	98		56	22	8	6
AFPC Career Status Bonus (DPPRC)	8					21			
AFPC Enlisted Asgns (DPAAD1)	2	2	2	1		1			
AFPC Enlisted Asgns (DPAAD2)	12	9	7	7		2	1	1	1
AFPC Enlisted Asgns (DPAAD3)	1					1			
AFPC Enlisted Asgns (DPAAD4)						5			
AFPC Enlisted Assignments (DPAAS)	30					11			
AFPC Enlisted Promotion-Retroactive (DPP)	172	100	36			98	29	2	
AFPC Enlisted Promotions (DPPPW)	3					14	1	1	1
AFPC Enlisted Recall (DPPAEQ)	12	7	6	6		18	11	10	8
AFPC Enlisted Student Asgnmt Section (DPAA)	9	5	4	3		23			
AFPC FLPP (DPPPW)	1					2			
AFPC FSGLI (DPWCS)	49	33	26	25		14	3		
AFPC IEB (DPPAEQ)	47	3				88	8	4	
AFPC Line Accessions (DPPAO)	2					4			
AFPC Officer Assignments (DPAP)	32	13	4	1		4			
AFPC Officer Promotions (DPPPO)	3								
AFPC Renl/Ext/SRBs (DPPAER)	72					344			
AFPC Retirements (DPPRR)	59	15	7	6		7	4	3	1
AFPC SDAP (DPSF)	96	77	66	64		20	3	3	3
AFPC Separations (DPPRS)	285	224	198	141		40	20	12	9
AFPC Service Date (DPPAOR)	290	214	187	152		166	81	73	52
AFPC SGLI (DPWCS)	92	42	29	22		46	3		
TOTALS	**1814**	**912**	**701**	**542**		**1215**	**234**	**150**	**98**

CMS AGENCIES

AFPC

Agencies are divided into 5 distinct roles, each role having different capabilities.

- **Customer Service is the first level of agency role. Customer service agents can enter cases and refer them to another base-level OPR or the base-Level POC. They cannot refer cases above base level nor can they close cases.**

- **Base-Level POC is the second level agency role. Base POCs have access to all cases input by the base agencies, can enter cases, refer cases referred to them to other base-level agencies, and can refer them above base level. They can also close cases when they are complete. Base POCs with assigned management capability in CMS can delete cases when the circumstances warrant deletion (such as entering a case using the wrong SSAN). They also may have User Accounts Maintenance capabilities.**

- **Base-Level OPRs are the third level agency role. They can enter cases, refer them to base-level agencies, and refer them above base level and close them when completed. They can view all cases that are entered for personnel serviced by that base, but cannot delete cases nor manage user accounts.**

- **MAJCOM OPRs are the fourth level agency role. They view cases entered at any base owned by that MAJCOM and have access to reports covering the entire MAJCOM. Although they can enter and refer cases, they normally are not expected to do that. MAJCOM OPRs that have CMS management capability can create, edit and delete user accounts and extend management capability to Base POCs.**

- **AFPC/DFAS (Headquarters level) are the fifth level agency role. Agents assigned to this level of role can enter, refer, review, and indicate that action is complete on a case. They can only close cases that are entered by that specific agency. They have view capability for all cases, and reports capability across the entire database.**

AFPC

Cases are assigned to a single agency and can be <u>reviewed</u> only by that agency. The <u>review</u> process is distinct from the <u>view and update</u> process. Within the hierarchical structure, users assigned to a particular Base-Level account can <u>view and update</u> all cases that are serviced by that Base. Users assigned to a MAJCOM account can <u>view and update</u> all cases serviced by that MAJCOM. Users assigned to HQ Level Accounts can <u>view and update</u> all cases.

Only users assigned to the agency account where the case is assigned can <u>review</u> the case which allows them to take action, refer, or Action Complete a case. The <u>view</u> function allows all users, no matter where the case is assigned, to look at but not change data in the case. The <u>update</u> function allows all users, no matter where the case is assigned, to add comments and attachments to the case, but not to change any other information nor to refer the case elsewhere. The <u>review</u> function allows the user to edit most of the identification information in the case, to add comments and attachments to the case, and to refer the case to another agency. This supports the concept that a case is <u>owned by only one agency at a time</u> and prevents the confusion that would exist if others could take action and refer a case not assigned to them.

AFPC

CMS

STRUCTURE/REPORTS

- Web-accessed SQL database owned/operated by AF
- Currently Supports 5909 users and contains 305318 cases (292637 closed and 12681 opened)
- Cases are entered directly into CMS at base level and also imported from ACCS
- Cases can be opened by any active, guard or reserve personnel or pay office and by the AF Personnel Center, Cleveland Contact Centers, and DFAS
- Cases can be referred to any section at any base level personnel/finance office, any office in the AF Personnel Center that deals with personnel data affecting pay, and to any DFAS Denver Pay Section
- Oversight/guidance is provided by AFPC/AFAFO/DFAS and Major Commands through review of data available in CMS

AFPC   DFAS   AFAFO

DP   CMS   FM

MPF   FSO

Member
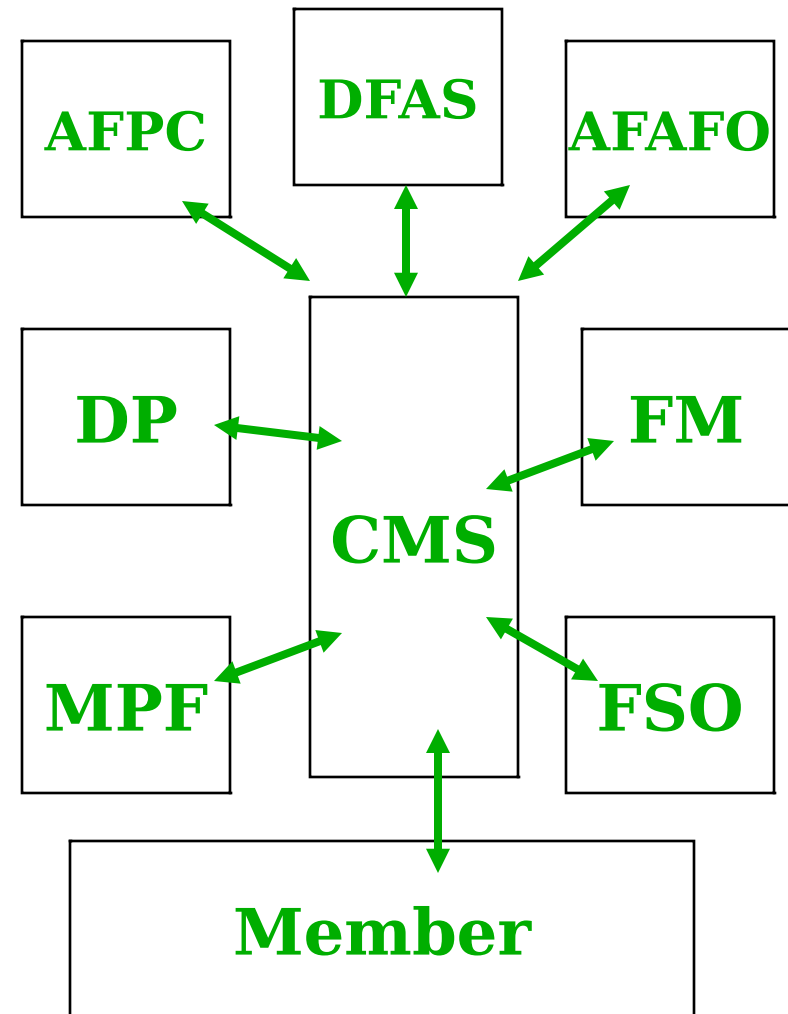
- **Reports provide:**
    - **Oversight for the processes**
    - **Agency production information**
    - **Data to review for root causes**
    - **Tracking**

- **Currently over 100 standard reports**
    - **Can be used directly or as a data source for further analysis**
    - **Build PowerPoint**
    - **Exports to Excel**

AFPC

- **IF I WERE THE BASE POC – FOUR REPORTS TO USE:**
    - **ALL OPEN CASES – SORT BY MBRS PAS**

    - **STAGNANT CASES > 5 DAYS AT BASE – NOT ACTION COMPLETED**

    - **STAGNANT CASES > 30 DAYS AT AGENCY ABOVE BASE LEVEL**

    - **ACTION COMPLETE – ALL CASES**

Grand Total

AFPC

Month	Beginning of Month			Opened During Month			Closed by Month			Average Days to Close Case
	CMS	ACCS	Categ1	CMS	ACCS	Categ1	CMS	ACCS	Categ1	
May 2003	8,530	4,321	7,695	4,122	870	2,334	3,804	0	1,701	51.916
June 2003	8,848	5,191	8,328	4,104	3,109	3,157	3,005	0	1,326	51.045
July 2003	9,947	8,300	10,159	4,085	7,233	3,779	3,857	3,755	2,859	53.549
August 2003	10,175	11,778	11,079	3,604	5,764	3,161	4,681	7,546	4,567	58.377
September 2003	9,098	9,996	9,673	4,516	6,641	4,436	4,498	7,627	5,753	61.534
October 2003	9,116	9,010	8,356	4,697	7,689	4,573	5,799	9,950	7,031	57.511
November 2003	8,014	6,749	5,898	3,611	8,689	2,511	4,065	9,600	3,373	41.960
December 2003	7,560	5,838	5,036	4,151	7,925	4,061	4,838	7,465	3,770	40.078
January 2004	6,873	6,298	5,327	4,013	9,781	4,613	4,040	7,826	3,733	36.790
February 2004	6,846	8,253	6,207	4,244	7,023	3,535	4,856	8,315	4,490	39.861
March 2004	6,234	6,961	5,252	4,310	7,946	3,833	5,174	9,234	4,797	36.987
April 2004	5,370	5,673	4,288	4,337	9,099	3,512	4,820	8,277	4,142	37.067
May 2004	4,887	6,495	3,658	2,077	3,971	1,664	2,346	4,898	2,067	32.751
June 2004	4,618	5,568	3,255	0	0	0	0	0	0	0.000

Active Duty

AFPC

Month	Beginning of Month			Opened During Month			Closed by Month			Average Days to Close Case
	CMS	ACCS	Categ1	CMS	ACCS	Categ1	CMS	ACCS	Categ1	
May 2003	8,073	3,208	6,742	3,596	635	1,959	3,615	0	1,605	53.810
June 2003	8,054	3,843	7,096	3,543	2,793	2,711	2,742	0	1,224	52.275
July 2003	8,855	6,636	8,583	3,576	6,416	3,201	3,516	3,113	2,391	51.924
August 2003	8,915	9,939	9,393	2,984	5,163	2,642	4,324	6,596	3,890	56.362
September 2003	7,575	8,506	8,145	2,935	6,026	3,081	3,969	6,690	4,971	60.278
October 2003	6,541	7,842	6,255	3,630	6,689	3,703	4,997	8,996	6,241	57.236
November 2003	5,174	5,535	3,717	2,641	7,721	1,975	3,031	8,748	2,531	41.021
December 2003	4,784	4,508	3,161	2,800	6,604	2,516	3,812	6,638	2,963	36.752
January 2004	3,772	4,474	2,714	2,915	7,926	2,772	2,899	7,121	2,754	31.231
February 2004	3,788	5,279	2,732	3,148	6,112	2,536	3,335	7,200	2,915	31.526
March 2004	3,601	4,191	2,353	3,310	6,989	3,035	4,010	7,558	3,434	30.690
April 2004	2,901	3,622	1,954	3,099	8,146	2,572	3,460	6,993	2,841	27.564
May 2004	2,540	4,775	1,685	1,473	3,567	1,172	1,767	4,034	1,360	24.004
June 2004	2,246	4,308	1,497	0	0	0	0	0	0	0.000

Guard

AFPC

Month	Beginning of Month			Opened During Month			Closed by Month			Average Days to Close Case
	CMS	ACCS	Categ1	CMS	ACCS	Categ1	CMS	ACCS	Categ1	
May 2003	305	766	660	464	158	300	166	0	82	12.627
June 2003	603	924	878	517	204	367	226	0	83	30.527
July 2003	894	1,128	1,162	447	501	405	286	440	346	60.534
August 2003	1,055	1,189	1,221	527	437	427	302	661	499	71.169
September 2003	1,280	965	1,149	1,440	423	1,242	462	640	601	67.211
October 2003	2,258	748	1,790	839	661	685	640	635	577	54.920
November 2003	2,457	774	1,898	792	651	421	855	527	690	50.658
December 2003	2,394	898	1,629	1,123	653	989	906	597	687	59.749
January 2004	2,611	954	1,931	742	867	901	996	439	833	67.260
February 2004	2,357	1,382	1,999	609	512	498	1,162	582	1,082	81.279
March 2004	1,804	1,312	1,415	706	554	535	846	867	726	66.112
April 2004	1,664	999	1,224	785	546	539	977	709	732	75.633
May 2004	1,472	836	1,031	307	237	224	370	404	351	61.924
June 2004	1,409	669	904	0	0	0	0	0	0	0.000

Reserve

AFPC

Month	Beginning of Month			Opened During Month			Closed by Month			Average Days to Close Case
	CMS	ACCS	Categ1	CMS	ACCS	Categ1	CMS	ACCS	Categ1	
May 2003	152	347	293	62	77	75	23	0	14	37.826
June 2003	191	424	354	44	112	79	37	0	19	85.243
July 2003	198	536	414	62	316	173	55	202	122	75.743
August 2003	205	650	465	93	164	92	55	289	178	86.538
September 2003	243	525	379	141	192	113	67	297	181	81.126
October 2003	317	420	311	228	339	185	162	319	213	72.372
November 2003	383	440	283	178	317	115	179	325	152	40.050
December 2003	382	432	246	228	668	556	120	230	120	54.920
January 2004	490	870	682	356	988	940	145	266	146	65.915
February 2004	701	1,592	1,476	487	399	501	359	533	493	57.325
March 2004	829	1,458	1,484	294	403	263	318	809	637	57.348
April 2004	805	1,052	1,110	453	407	401	383	575	569	72.879
May 2004	875	884	942	297	167	268	209	460	356	74.849
June 2004	963	591	854	0	0	0	0	0	0	0.000

CMS PERSPAY COUNCIL UPDATE

Total People in CMS+ACCS with Pay Problems

AFPC

Pay Cases

Goal: Cases resolved in under 45 days

10789

Red: Cat 1 Green: Beginning of Month

■ **Base** ■ **DFAS Other**

■ **DFAS Sep** ■ **AFPC/ARPC**

■ **New problems opened**

▢ **Problems closed**

◆ **Avg days to resolve Problem**

As of: 06 May 04

Oct Nov Dec Jan Feb Mar Apr May
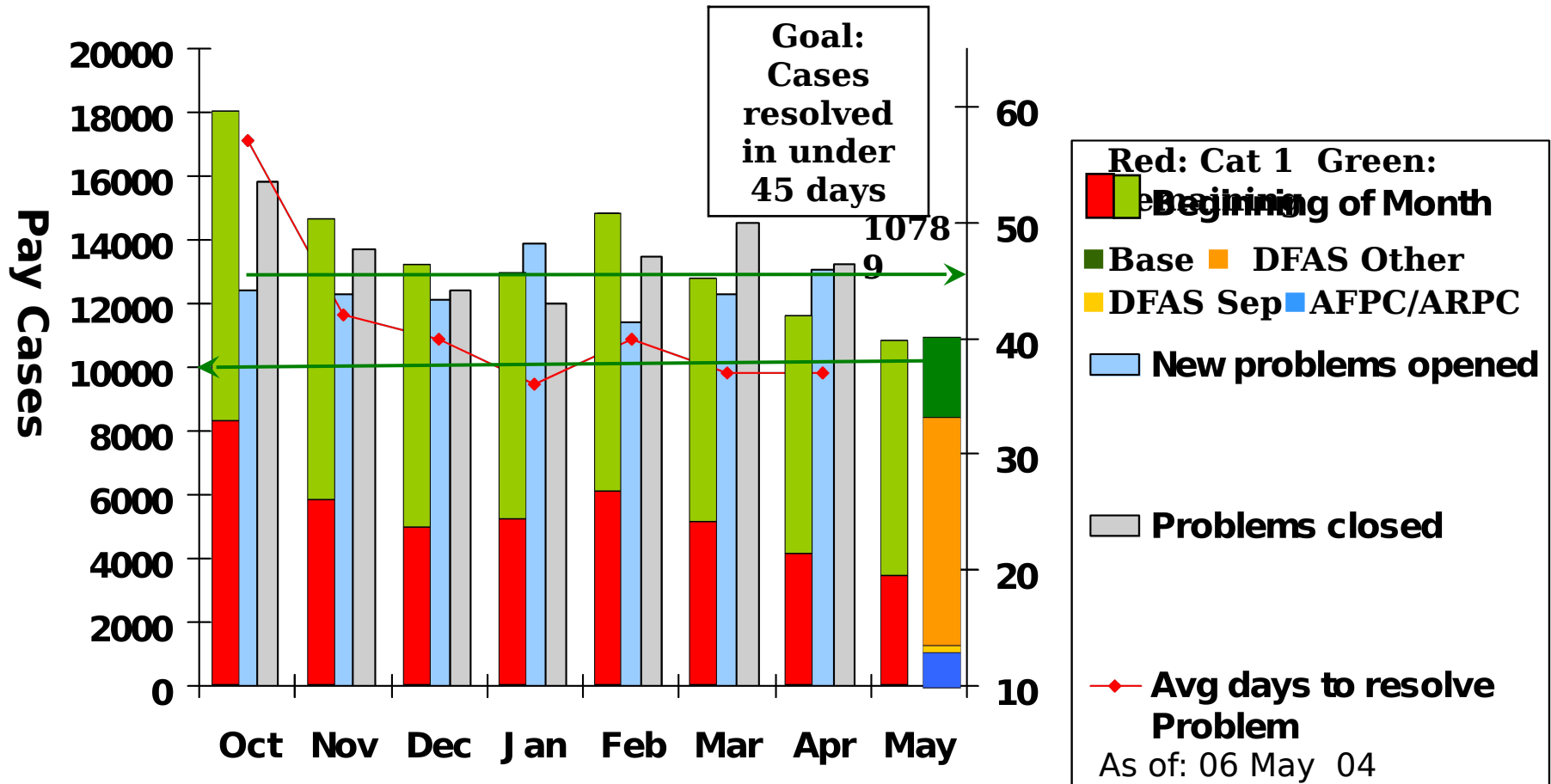
Age of "Problem" Cases CMS

AFPC
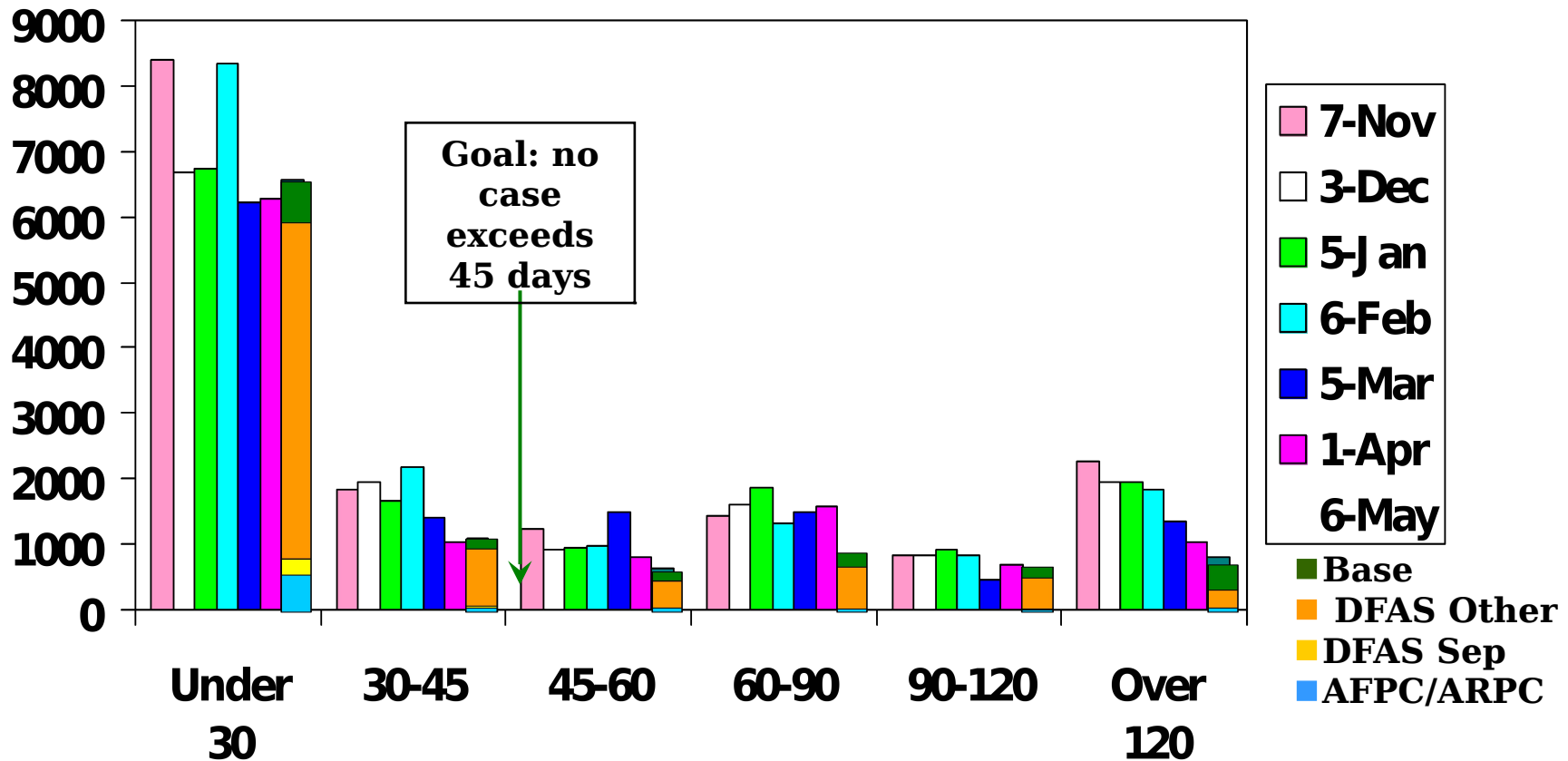
As of: 06 May 04

Total People in CMS+ACCS with Pay Problems

People with Pay Problems

Goal: Under 9000 members with pay problems

9,734

- Cat 1
- Remaining

| | 28-Jul | 5-Sep | 3-Oct | 7-Nov | 3-Dec | 6-Jan | 6-Feb | 5-Mar | 1-Apr | 6-May |

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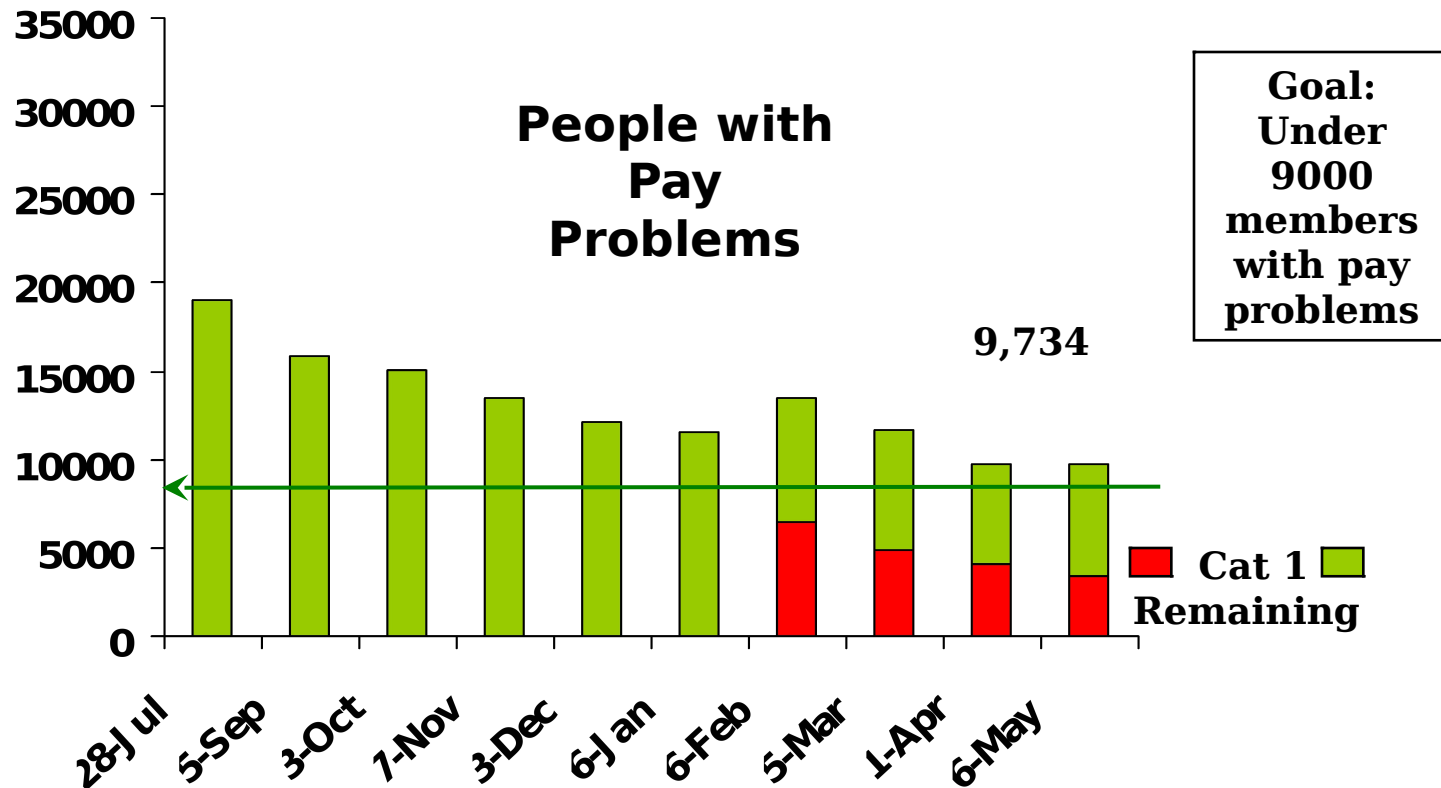
SCRs
Defects and New Requirements

AFPC

Status	Total SCRs	Without Workaround in Workaround Place	With in Place
Total Released thru Feb 04	350	79	271
Scheduled for Jun 04	21	3	18
Pending Future RMBs	60	5	55
Total SCRs	431	87	344

MAJCOM/MPF/FSO RESPONSIBILITIES

MAJCOM/MPF RESPONSIBILITIES

AFPC

- **AFPC ESTABLISHES MAJCOM OPR ACCOUNTS – DP & FM**
  - **AFPC GRANTS CASE MANAGEMENT AUTHORITY**
    - **CAN ADD/DELETE ACCOUNTS & DELETE CASES**

- **MAJCOM POCs ESTABLISH BASE POCs ACCOUNTS – DP & FM**
  - **MAJCOM GRANTS CASE MANAGEMENT AUTHORITY**
    - **BASE POC CAN ADD/DELETE ACCOUNTS & DELETE CASES**
  - **PROVIDE CMS OVERSIGHT FOR THEIR BASES**

- **USERS CAN HAVE MULTIPLE ACCOUNTS FOR DIFFERENT ROLES**

- **EVERY USER CAN EDIT THEIR OWN IDENTIFICATION DATA**

MAJCOM/MPF RESPONSIBILITIES - CONT

AFPC

- **BASE CMS PROGRAM MANAGER**
  - **RECOMMEND APPOINTMENT IN WRITING**
  - **CONSOLIDATE MPF/FSO CUSTOMER SVC, IF POSSIBLE**
  - **RESPONSIBLE FOR REVIEWING CASES PRIOR TO REFERRING TO   AFPC/DFAS**
  - **FACILITATE WEEKLY MEETINGS TO REVIEW CMS CASES**
    - **MPF AND FSO TECHNICIANS**
    - **EMPHASIS ON APPROVED WORK-AROUNDS MILPDS/DFAS**
    - **PROACTIVE TO PREVENT SIMILAR FUTURE PROBLEMS**
      - **ADDRESS LOCAL TRAINING ISSUES**
  - **PROVIDE WING CMDR/STAFF MONTHLY UPDATE**
  - **ELEVATE QUESTIONS/CONCERNS TO MAJCOMs**

FINAL COMMENTS

AFPC

- WORKER BEES DON'T KNOW THE BASE POC
- POOR DOCUMENTATION
  - BASE/AFPC/DFAS ALL GUILITY
- MISROUTED CASES
- NOT PROVIDING "UPDATES" AT SUSPENSE DATES
- OPRs DEPLOYING WITHOUT REPLACEMENT IDENTIFIED
- ACCOUNTS MAINTENANCE NOT UPDATED
- CASES NOT 'CLOSED' IN TIMELY MANNER
- OPRs NOT USING ATTACHMENT PROCESS (FAX NOT GOOD)
- USER NOT AWARE/NOT USING CMS TRAINING GUIDES
- BEWARE OF COMMENTS ENTERED ON CASE – BE PROFESSIONAL
- REVIEW PROBLEM, IF RESOLVED LOCALLY, NO CMS CASE

CMS TRAINING

AFPC

List of Important Links
• **CMS Training - Updated 13 Jan 03**
• **CMS User Guide - Updated 16 Sep 03**
• **Edit CMS--Training - 5 Feb 03**
• **Training on referring cases for members assigned to the "Parking Lot"**
• **E-mail on Closing a Case - 14 Feb 03**
• **Adding User Accounts--for MAJCOM and Base POCs**
• **CMS Case Status Card**
• **Category 1 Problem Types**
• **Description of Types of Cases**
• **Overview/Instructions**
• **How to Submit a Case**
• **Case Coordination**
• **Frequently Asked Questions - New Stuff added 26 Apr 04 <>**
• **Active Duty MPF Common Situations with "How-To" Advice**
• **Guard MPF Common Situations with "How-To" Advice - as of 23 Jul 03**
• **Reserve MPF Common Situations - " Advice" - UPDATED 3 MAY 04**
• **Active Duty FSO Common Situations with "Advice"**
• **Agency Production Stats-- (See More Reports)**
• **How to do Attachments!**

CMS QUESTIONS

QUESTIONS?

America's Air Force, No One Comes Close

BREAK OUT

AFPC

After Lunch Report to:

ANG – Fiesta Ballroom – R Floor

USAFR – Bolero 2 – 7th Floor

(by Patio)

Active Duty – Main Conference Room